



S/N 09/540,502

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas G. Brewer et al.

Examiner: Nguyen, Phuoc H

Serial No.: 09/540,502

Group Art Unit: 2143

Filed: March 31, 2000

Docket No.: NCR 8374

Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER
INTERACTIONS

Amdt A
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T.D.
05/15/03

Commissioner for Patents
P.O.Box 1450
Alexandria, VA 22313-1450

Applicant has reviewed the Office Action mailed on February 11, 2003.

Please amend the above-identified patent application as follows.

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